

*Prior Art*

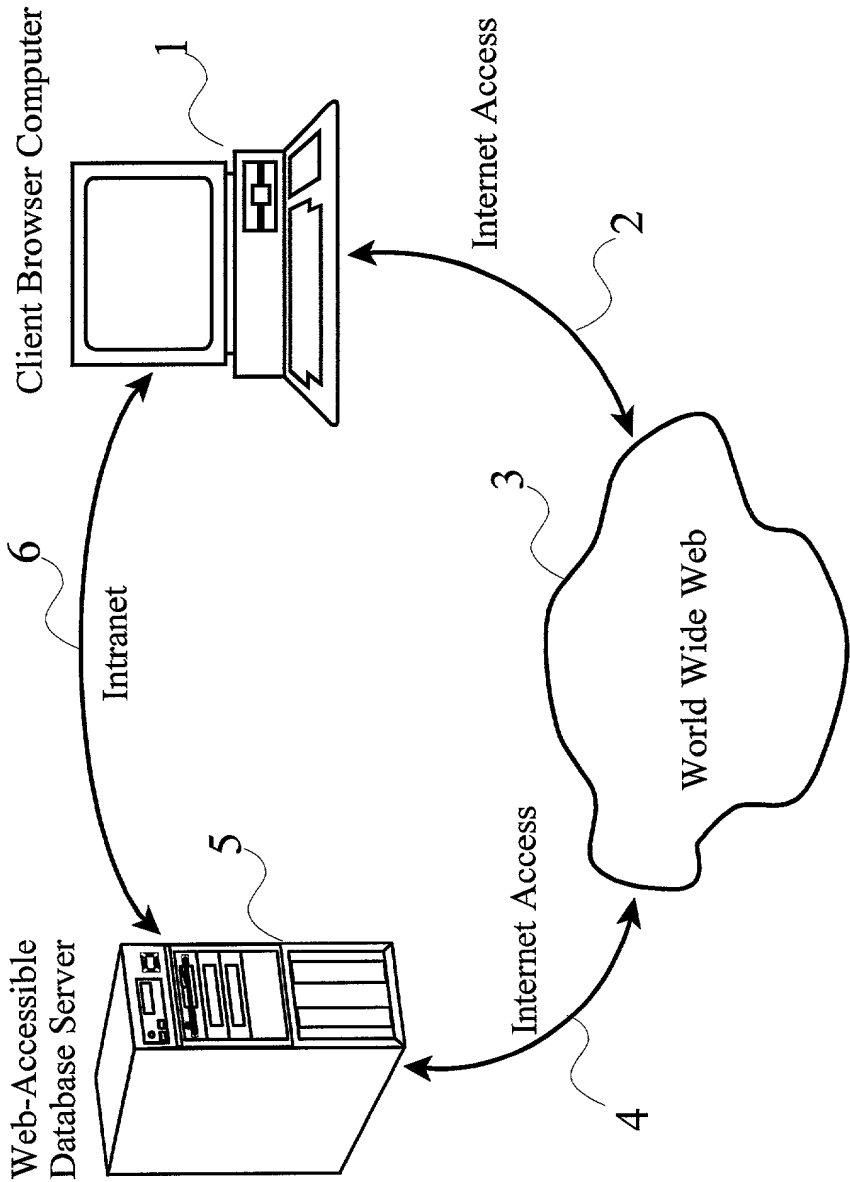


Figure 1

Prior Art

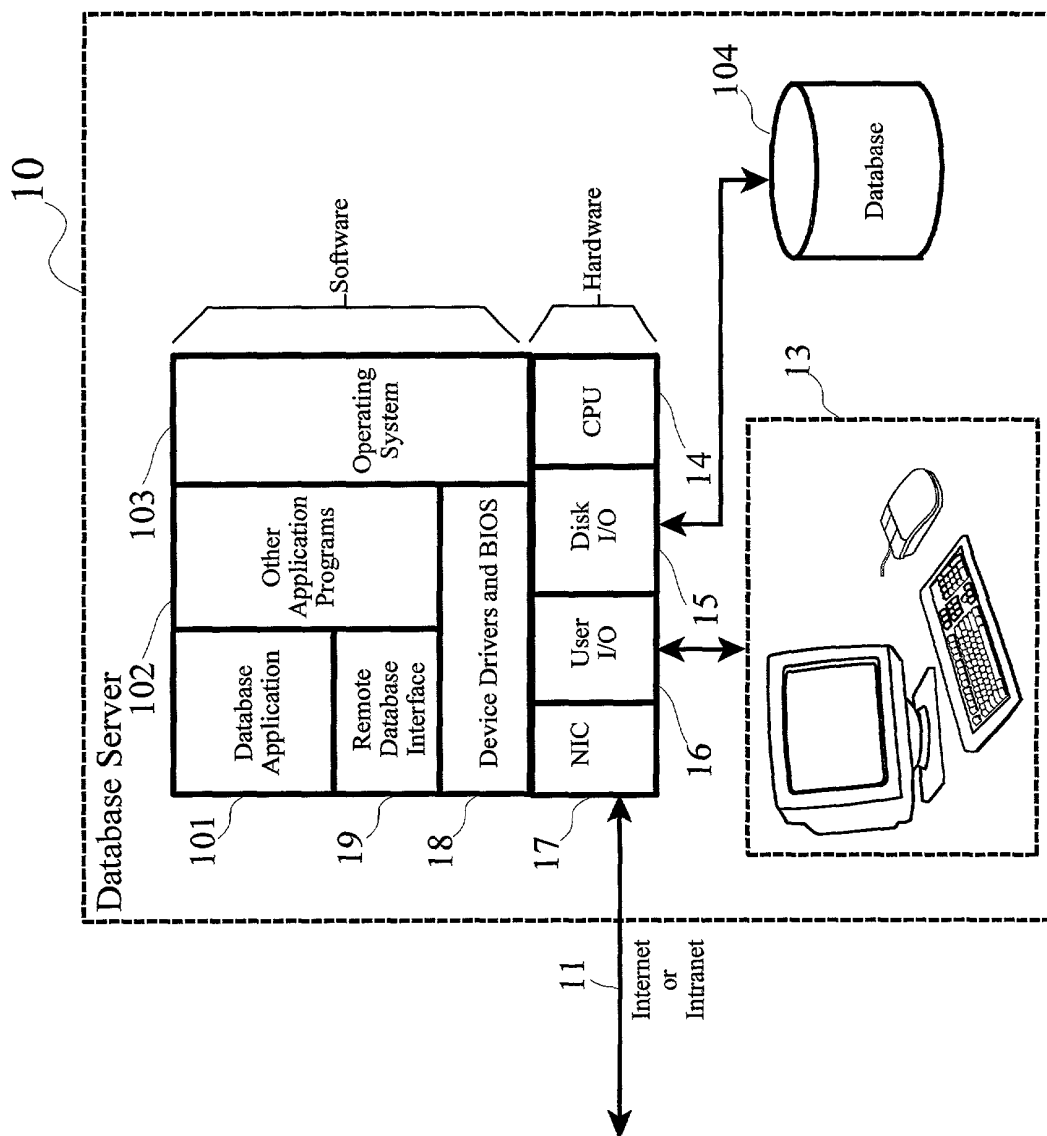


Figure 2

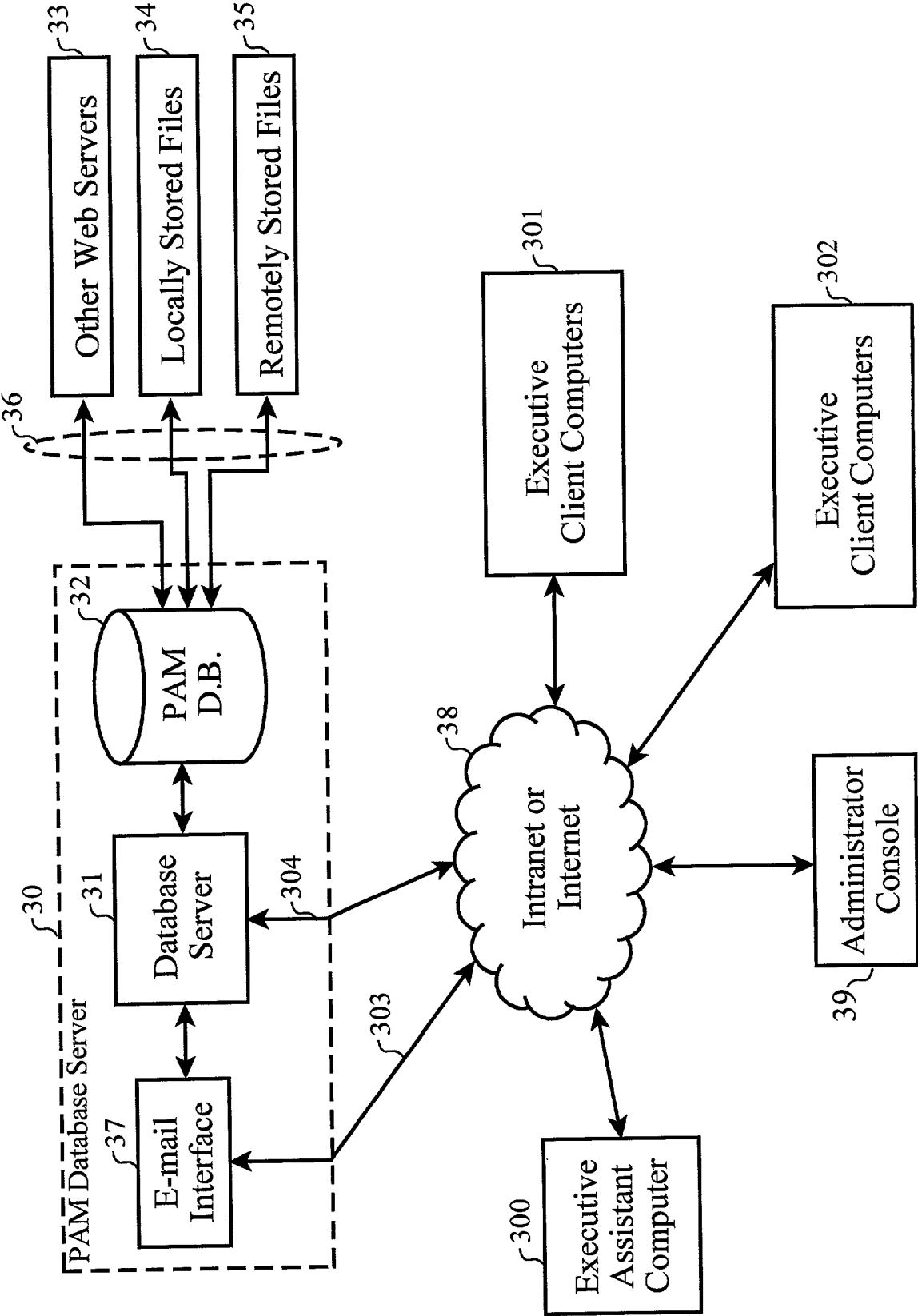


Figure 3

22 { PAM Account Profile - Lotus Notes

21 { File Edit View Special Help

### 20 Main Account Profile

Required fields are marked with an asterisk (\*) and must be filled in to complete form.

23 { Customer Info

24 { \*Company Name NYSE/NASDAQ Symbol: ONYSE O NASDAQ

25 { Home Page Http://

26 { Access Internet: GO to company home page

27 { Street

28 { City

29 { State

30 { Zip

31 { Country

32 { Stock Symbol: GO to stock quotes

33 { Company Info: (Profile, Stock Reports, etc.)

34 { Industry: Prior Year Spend with IBM:

35 { IBM Sales and Support Team

36 { Key Customer Contacts

37 { Attachments (RMT, Briefings, Open Action Items)

38 { IBM Revenue and Marketshare

39 { IBM Marketing Strategies / Client Business and IT Challenges

40 { e-business Plan

41 { Executive Summary

Figure 4

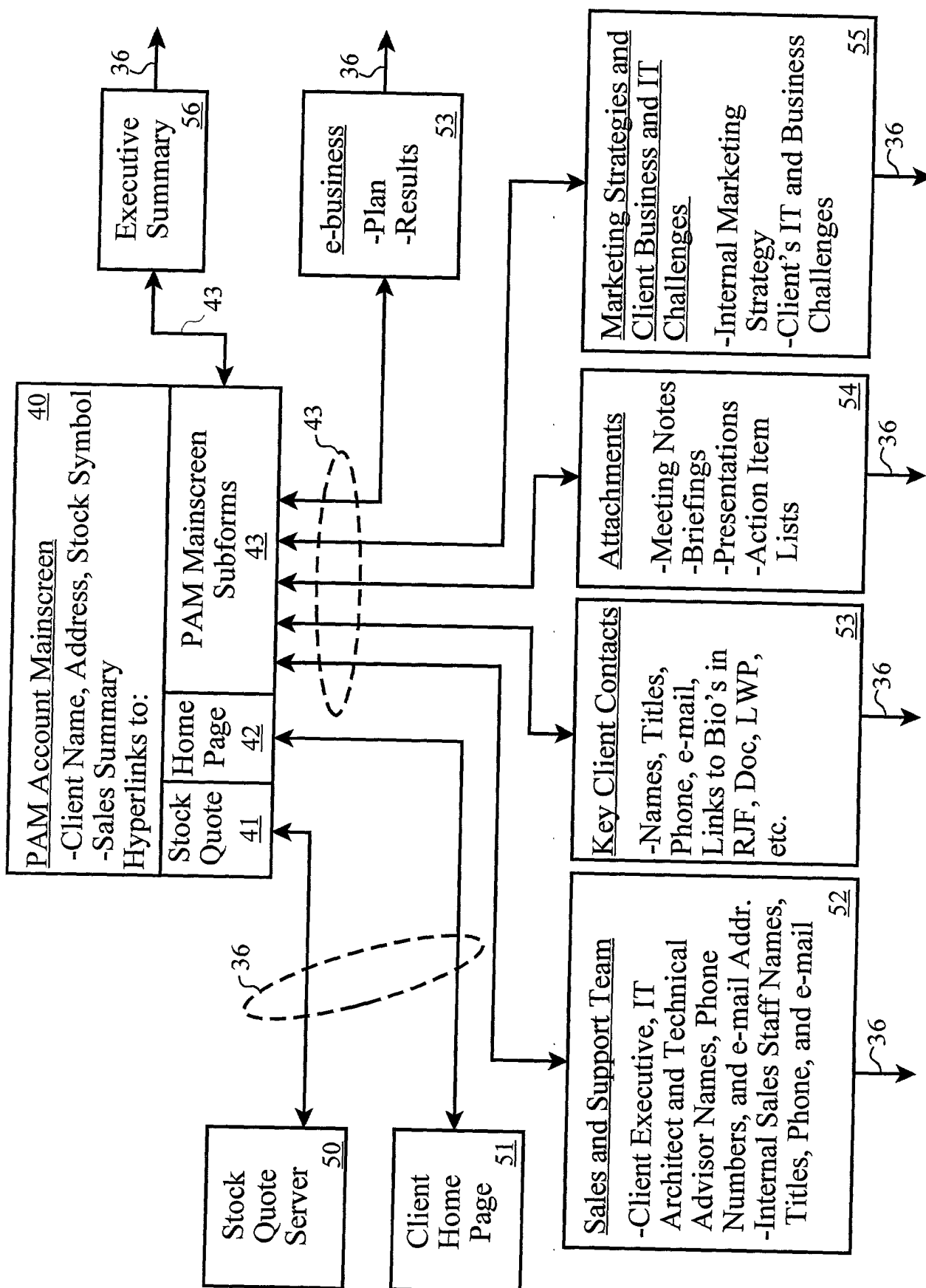


Figure 5